

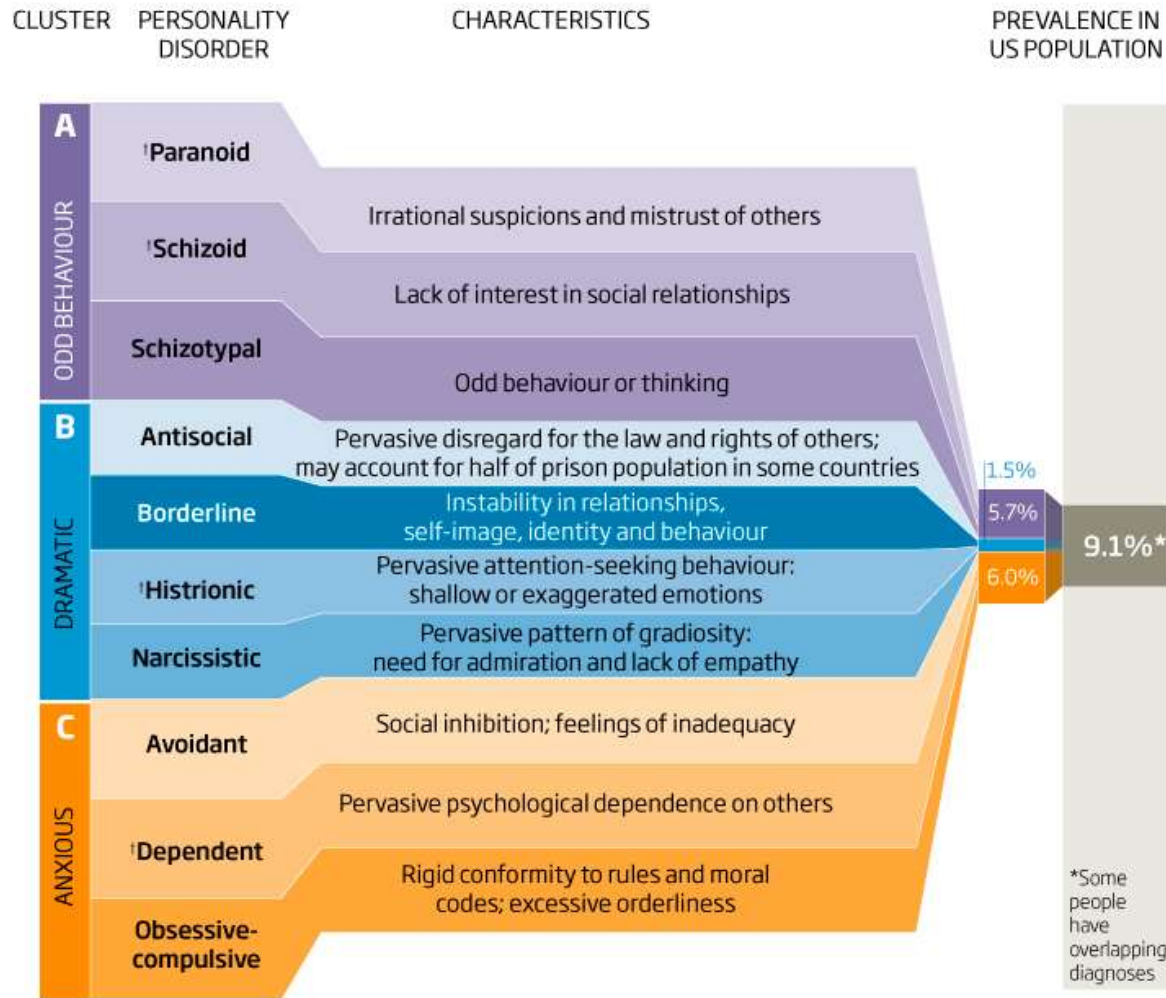


TOUGH CONVERSATIONS



Spectrum of personality disorders

There are currently 10 personality disorders but psychiatrists think this diagnostic framework is in need of an overhaul



[†]Terms proposed for removal in next edition of the *Diagnostic and Statistical Manual of Mental Disorders*



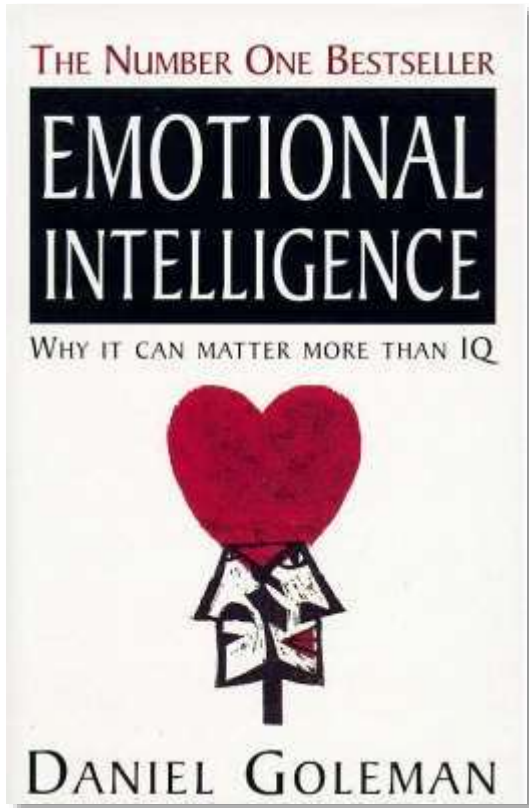
Humans have navigation systems

There are two main systems

1. On-board systems:
A person's ability to exert self-control

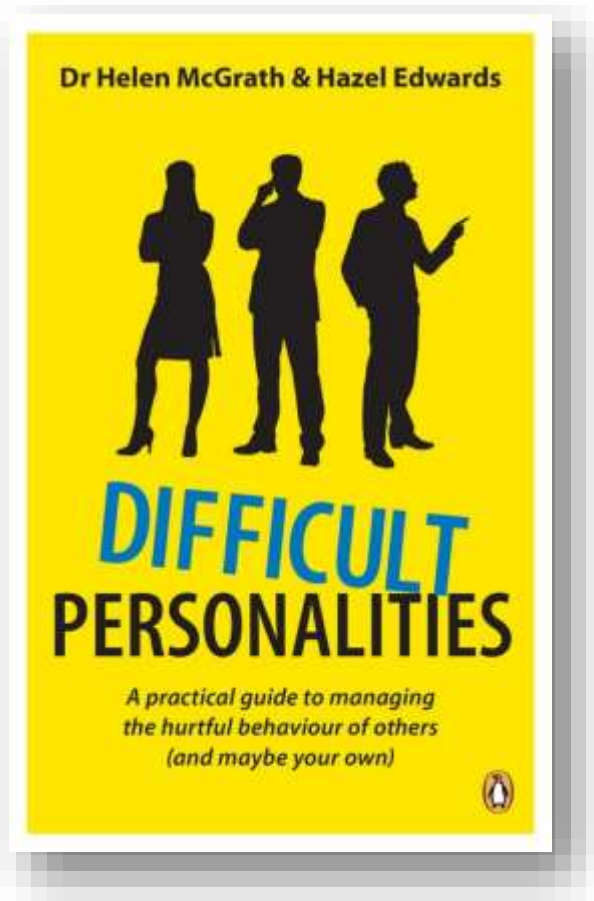
1. Off-board systems:
Our capacity to influence him or her

With greater maturity people get better at...



- Noticing their feelings
- Tolerating some degree of frustration
- Managing their emotions

Of course, some people don't mature as well as others



They're just:

- 'Over entitled'
- Alarmists
- Bullies
- Too bossy for their own boots

You may have to interview this person!



Or this person



Or this person...



What TC in CP covers

| Session One | Session TWO | Session Three |
|---|---|---|
| <p>Personalities and personal control</p> <p>Brain and mind</p> <p>Frustration tolerance – the name of the game</p> <p>Sort</p> <p>Describe behaviour – a method</p> <p>Goods and services planning</p> | <p>Tough conversations</p> <p>Scripted conversations</p> <p>Holding your nerve</p> <p>Using drop-down menus effectively</p> <p>Demonstration of a PASTA conversation</p> | <p>The elements of PASTA</p> <p>Completing a tough conversation script</p> <p>Practising the parts of PASTA</p> <p>Summary of the whole process</p> |

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